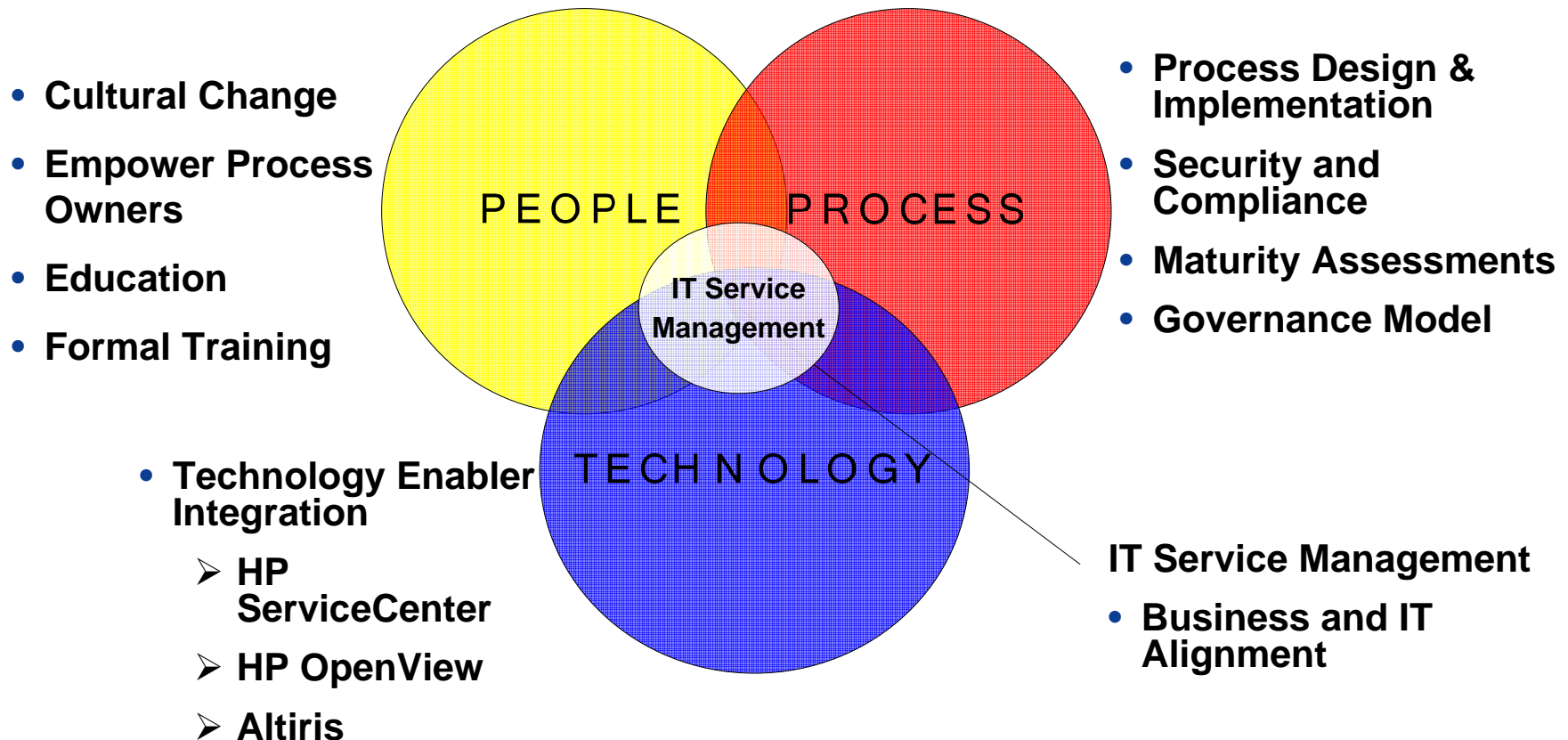
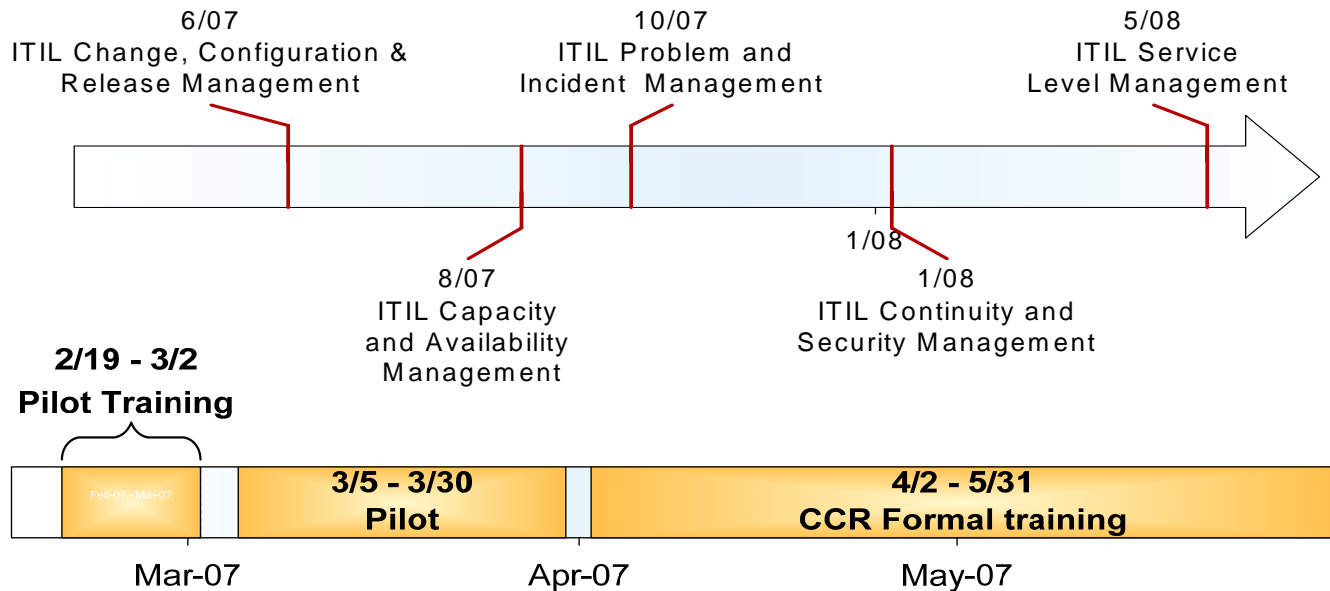


Program Approach to IT Service Management



VITA intends to use a combination of ITIL® as the process framework, CobiT and ISO/IEC 20000 for the overarching controls and governance.

ITIL Optimization roll out schedule



Phase 1 Key Dates: ITIL Change, Configuration and Release Management

- Pilot Agency Training: 2/19/07 – 3/2/07
- Pilot: 3/5/07 to 3/30/07
- Training for all affected (post pilot) employees: 4/2/07 to 5/31/07
- Start using ITIL Change Process: immediately after training

ITIL Phase 1 Next Steps

- Work with agency Transformation Points of Contact to define list of the agency personnel that will be requesting and implementing changes and releases
- Gather agency input regarding the implementation of ITIL processes in your agency
- Provide ongoing updates through the various Transformation communication channels
- Pilot ITIL Change, Configuration and Release processes at pre-selected pilot Agencies
 - Pilot Agencies: Dept. of Veterans Services, Museum of Natural History, Dept. of Minority Business Enterprise and Dept. of Criminal Justice Services
- After pilot, deliver training to all other affected Agency and Partnership employees
- Please contact us with any ITIL related questions at:
questions@vita.virginia.gov